

Soft Skills course list (2020)

All courses listed are available as both Instructor-Led Training Workshops and E-learning Online Courses.

Career Development

- Active Listening
- Advanced Writing Skills
- Becoming a Better Learner
- Building Your Self Esteem and Assertiveness Skills
- Business Etiquette: Gaining That Extra Edge
- Business Writing That Works
- Communication Strategies
- Conducting Accurate Internet Research
- Conquering Your Fear of Speaking in Public
- Creating a Dynamite Job Portfolio
- Creating Winning Proposals
- Creative Thinking and Innovation
- Critical Thinking
- Customer Service Training: Critical Elements of Customer Service
- Developing Your Executive Presence
- Emotional Intelligence
- Fostering Innovation
- Getting Stuff Done: Personal Development Boot Camp
- Getting Your Job Search Started
- Goal Setting
- Honing and Delivering Your Message
- Identifying and Combatting Fake News
- Influence and Persuasion
- Introduction to Neuro Linguistic Programming
- Managing Pressure and Maintaining Balance
- Mastering the Interview
- Networking for Success
- NLP Tools for Real Life
- Personal Brand: Maximizing Personal Impact
- Public Speaking: Presentation Survival School
- Public Speaking: Speaking Under Pressure
- Project Planning: All You Need to Know
- Project Management: All You Need to Know
- Research Skills
- Self-Leadership
- Skills for the Administrative Assistant
- Skills You Need for Workplace Success

- The Minute Taker's Workshop
- Time Management: Get Organized for Peak Performance
- Working with the Media
- Working Smarter: Using Technology to Your Advantage
- Writing Reports and Proposals

Human Resources

- Accounting Skills for New Supervisors
- Anger Management: Understanding Anger
- Appreciative Inquiry
- Building Better Teams
- Business Succession Planning: Developing and Maintaining a Succession Plan
- Cannabis and the Workplace
- Change Management: Change and How to Deal with It
- Conducting Effective Performance Reviews
- Conflict Resolution: Getting Along in The Workplace
- Creating a Top-Notch Talent Management Program
- Creativity in the Workplace
- Customer Service Training: Managing Customer Service
- Employee Dispute Resolution: Mediation through Peer Review
- Employee Recognition: Appreciating Your Workforce
- Generation Gap: Closing the Generation Gap in the Workplace
- Hiring for Success: Behavioral Interviewing Techniques
- Onboarding: The Essential Rules for a Successful Onboarding Program
- Orientation Handbook: Getting Employees Off to a Good Start
- Performance Management: Managing Employee Performance
- Problem Solving and Decision Making

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- Public Relations Boot Camp
- Stress Management
- Transgender Employees: Creating an Inclusive Work Community

Internet Marketing

- Basic Internet Marketing
- Building a Brand on Social Media
- Creating a Google AdWords Campaign
- Creating Winning Webinars: Getting Your Message Out
- Growth Hacking
- Introduction to E-Mail Marketing
- Marketing with Social Media
- Promoting a Marketing Webinar
- Story Marketing for Small Businesses
- Writing for the Web

Sales and Marketing

- Body Language: Reading Body Language as a Sales Tool
- Building Relationships for Success in Sales
- Branding: Creating and Managing Your Corporate Brand
- Call Center Training: Sales and Customer Service Training for Call Center Agents
- CRM: An Introduction to Customer Relationship Management
- Dynamite Sales Presentations
- Overcoming Objections to Nail the Sale
- Prospecting for Leads Like a Pro
- Selling Smarter
- Social Selling for Small Businesses
- Telemarketing: Using the Telephone as a Sales Tool
- Trade Shows: Getting the Most Out of Your Trade Show Experience

Small Business Training for Entrepreneurs

- Basic Business Management: Boot Camp for Business Owners
- Building a Consulting Business
- Building an Online Business
- Communications for Small Business Owners
- Entrepreneurship 101
- E-Commerce Management
- Global Business Strategies
- Intrapreneurship
- Kickstarting Your Business with Crowdsourcing
- Making Your Business Better
- Marketing for Small Businesses
- Writing a Business Plan

Supervisors and Managers

- Advanced Project Management
- Becoming a Progressive Employer
- Becoming Management Material
- Budgets and Managing Money
- Coaching and Mentoring
- Conference and Event Management
- Conversational Leadership
- Dealing with Difficult People
- Delegation: The Art of Delegating Effectively
- From Boss to Leader
- Human Resources Training: HR for the Non-HR Manager
- Effective Planning and Scheduling
- Giving Effective Feedback
- Intermediate Project Management
- Inventory Management: The Nuts and Bolts
- Leadership Skills for Supervisors: Communication, Coaching, and Conflict
- Logistics and Supply Chain Management
- Managing Across Cultures
- Managing Difficult Conversations
- Managing the Virtual Workplace
- Marketing and Sales

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- Meeting Management: The Art of Making Meetings Work
- Motivation Training: Motivating Your Workforce
- Negotiating for Results
- Project Management Fundamentals
- Project Management Training: Understanding Project Management
- Risk Management
- Team Building: Developing High Performance Teams
- The ABC's of Supervising Others
- The Professional Supervisor
- Tough Topics: Talking to Employees about Personal Hygiene
- Women and Leadership: Owning Your Strengths and Skills
- Workplace Health and Safety: The Supervisor's Role and Responsibilities
- Code of Conduct: Setting the Tone for Your Workplace
- Collaboration
- Continuous Improvement with Lean
- Creating a Positive Work Environment
- Creating a Workplace Wellness Program
- Creating Successful Staff Retreats
- Crisis Management
- Developing a High Reliability Organization
- Developing a Safety Procedures Manual
- Digital Citizenship: Conducting Yourself in a Digital World
- Digital Transformation
- Disability Awareness: Working with People with Disabilities
- Diversity Training: Celebrating Diversity in the Workplace
- Employee Accountability
- Encouraging Sustainability and Social Responsibility in Business
- English as a Second Language: A Workplace Communications Primer
- Environmental Sustainability
- GDPR Readiness: Creating a Data Privacy Plan
- GDPR Readiness: Getting the Message Out
- Knowledge Management
- Lean Process Improvement
- Mobbing in the Workplace
- Process Improvement with Gap Analysis
- Purchasing and Procurement Basics
- Planning for Workplace Safety
- Safety in the Workplace
- Six Sigma: Entering the Dojo
- Strategic Planning
- Workplace Ergonomics: Injury Prevention Through Ergonomics
- Workplace Harassment: What It Is and What To Do About It
- Workplace Violence: How to Manage Anger and Violence in the Workplace

Train the Trainer

- Advanced Skills for the Practical Trainer
- Developing a Lunch and Learn Program
- Developing a Training Needs Analysis
- Developing Your Training Program
- Facilitation Skills
- Making Training Stick
- Measuring Training Results
- Survival Skills for the New Trainer
- The Practical Trainer
- Training with Visual Storytelling
- Using Activities to Make Training Fun

Workplace Essentials

- An Environmental Audit Primer
- Balanced Scorecard Basics
- Being a Team Player
- Beyond Workplace Politics
- Bullying in the Workplace
- Business Ethics for the Office
- Business Process Management

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